



**JIM JONES**  
Director

**County of Los Angeles**  
**INTERNAL SERVICES DEPARTMENT**

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Los Angeles, California 90063

*"To enrich lives through effective and caring service"*

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June 17, 2015

To: Mayor Michael D. Antonovich  
Supervisor Hilda L. Solis  
Supervisor Mark Ridley-Thomas  
Supervisor Sheila Kuehl  
Supervisor Don Knabe

From: Dave Chittenden  
Chief Deputy Director

A handwritten signature in black ink, appearing to read "D. Chittenden", is written over the printed name and title.

Subject: **REQUEST TO AMEND INFORMATION TECHNOLOGY SUPPORT SERVICES  
MASTER AGREEMENT (ITSSMA) WORK ORDER FOR COUNTYWIDE EMAIL  
MIGRATION NUMBER 7G-3009**

This is to advise you of ISD's intent to amend a current ITSSMA work order (Number 7G-3009) with Corplnfo to extend the term through October 31, 2015, and increase the amount by an additional \$300,000. This will allow ISD to complete the consolidation of the 12 remaining County departments onto the Office 365 (O365) system. All other terms and conditions, including the hourly rates for the consultants, will remain the same.

**BACKGROUND**

Beginning on July 1, 2013, the County awarded work order 7G-3009 from a competitive solicitation to migrate all email to O365 in the amount of \$2.348 million. By end of June, 2015, 22 departments will have been moved to O365.

During FY 2015-16, ISD will be in the last stages of finishing the O365 project. Twelve departments will be moved from the Countywide Email System (CES) to O365. ISD estimates this migration will take approximately four months at an additional cost of \$300,000.

**SCOPE OF WORK**

Under the direction of ISD Information Technology Services, the scope of work for each department migrated to O365 will be:

- Complete the migration of an estimated 6,000 residual Fire and County Counsel email accounts to the CES for inclusion in the move to O365.
- Verify departmental user lists for correct User Primary Name (email address) and hosted Active Directory account.

- Develop departmental batches to send to the Microsoft Migration Factory.
- Coordinate mail replication and cutover with the Microsoft migration factory.
- Coordinate pre-flight errors, correction and validation with ISD's Messaging staff.
- Manage the move of an estimated 69,500 mailboxes to the Microsoft cloud.

#### **JUSTIFICATION**

Due to various software products and versions deployed by County departments, ISD does not have the resources needed to effectively accomplish this migration. Additional temporary technical support to work on this one-time project is the most effective way to accomplish the countywide email objective. The email volume and departments' migrations timeframes has been greater than originally anticipated and will require four more months to complete.

#### **FISCAL IMPACT**

ISD is requesting \$300,000 in the supplemental budget action for FY2015-16 to fund the Work Order amendment.

#### **NOTIFICATION TIMELINE**

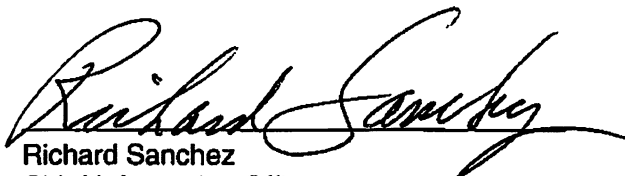
Consistent with ITSSMA policies and procedures, we are informing your Board of our intent to proceed with this work order. If no objection is received from your Board in ten (10) business days upon receipt of this Board notification, ISD will proceed with this work order according to County policy.

If you have any questions or require additional information, please feel free to contact me at (323) 267-2103, or your staff may contact Tom Travis of ISD's Information Technology Services at (562) 940-2901.

DC:TT:st

c: Executive Office, Board of Supervisors  
County Counsel  
Chief Executive Office  
Chief Information Office

#### **REVIEWED BY:**

  
Richard Sanchez  
Chief Information Officer

6-17-15  
Date